

OFFICE MANAGER AND HUMAN RESOURCES GENERALIST: POSITION DETAIL

Title:	Office Manager and Human Resources Generalist (Grade 20)
Agency:	Arizona Commission on the Arts
Location:	Phoenix, Arizona
Salary Structure:	Negotiable; between \$19-\$21 per hour x 32-40 hours per week + the State of Arizona's comprehensive benefits package
Total Openings:	1
Apply by:	11:59pm, Friday, March 18, 2016

POSITION BACKGROUND AND SUMMARY

The Arizona Commission on the Arts seeks to hire a highly-motivated and industrious Office Manager and Human Resources Generalist, a position with five core areas of responsibility: agency operations, administrative support, human resources, commission support and other duties as assigned.

The ideal Office Manager and Human Resources Generalist candidate possesses superior organizational skills, an aptitude for devising processes and systems improvements, an interest in ongoing learning, and the ability to establish productive relationships within the agency and with its many stakeholders and partners.

This position reports to the Arts Commission's Executive Director.

CANDIDATE REQUIREMENTS

- Bachelor's degree in a specific arts discipline, arts administration, social sciences, humanities, communications, business, nonprofit administration, education, liberal arts or related discipline;
- Two or more years of experience and/or training within a nonprofit organization, government agency, educational institution, or other arts and culture sector business;
- OR equivalent combination of education and experience.
- A valid driver's license is required.

DESIRED QUALIFICATIONS

The ideal candidate would have professional experience with systems and protocols employed by government agencies and other businesses operating in multilayered authorizer environments; would be willing to travel on occasion; and would be bilingual (English/Spanish).

PRIMARY RESPONSIBILITIES AND ESTIMATED PERCENTAGE OF TIME SPENT

25% | Agency Operations:

1. Liaise with expert partners and state departments/professionals to coordinate changes to as well as repairs, general maintenance and landscaping of interior and exterior of the Arts Commission office building.
2. Liaise with expert partners and state departments/professionals to coordinate changes to as well as repairs and general maintenance of standard equipment required for agency operations, including phones, copier, fax machine, refrigerators, et cetera. Where relevant, directly ensure equipment functionality related to paper stock and similar.
3. Devise and implement responsive customer service protocols related to the agency's main phone line, voice mail and info email account.
4. Coordinate agency correspondence, mail, shipping and recycling.
5. Monitor and facilitate agency records-retention and filing systems for areas including but not limited to: Commission meetings/minutes, Commissioner files, grantmaking panels/minutes, personnel files and agency policy documents.
6. Recommend operational standards and goals to agency leadership.
7. Analyze existing operating procedures and develop methods for improvement; provide related guidance to agency staff to support office-wide neatness and efficiency.
8. Develop forms and systems for agency use.

25% | Administrative Support:

1. Provide support to executive and deputy directors as requested, including coordinating travel, maintaining calendars, generating and executing correspondence, and maintaining file systems and records.
2. Compile related data for consideration by agency leadership.
3. Manage elements of staff travel and related reimbursements.
4. Serve as authorizer for select agency purchasing cards.
5. Coordinate certain agency meeting logistics; generate and post meeting notices to comply with State of Arizona Public Meeting requirements. When required, liaise with Risk Management to review venue contracts and determine the need for insurance certificates.
6. Read and analyze incoming memos, submissions and reports in order to determine significance and effectively distribute to appropriate agency staff.

25% | Human Resources:

1. Offer staff counsel and manage confidential information with sensitivity and respect.
2. Serve as agency benefits liaison, offering employee support and guidance related to retirement, health benefits, and other benefits offered by the State of Arizona.
3. Coordinate and manualize human resources processes and policies; monitor and evaluate progress according to existing and evolving State and Federal protocols.
4. Participate in Small Agency and Human Resources meetings and trainings organized/facilitated by Arizona Department of Administration (ADOA).
5. Maintain, update and oversee a variety of personnel records, including confidential employee and recruitment process files.

6. Identify and correct errors in payroll or personnel records according to established policies and procedures; coordinate changes with fiscal office.
7. Serve as proxy for electronic time records when necessary.
8. Ensure appropriate management of requests for information and assistance related to agency personnel.
9. Provide guidance related to state personnel review processes; coordinate and ensure participation by supervisors and staff; enter and manage related information as proxy for agency leadership.
10. Confer with supervisors concerning work processes, plans and actions to be taken.
11. Facilitate and support recruitment process for agency vacancies, including drafting announcements for review by agency leadership, developing selection process materials.
12. Respond to applicant inquiries, collect and organize applications for team review, schedule applicant interviews.
13. Liaise with various state departments to ensure all hiring, employee leave, separation, termination and retirement actions are properly documented and complete.

20% | Commission Support:

1. Act as staff liaison to Commission board members.
2. Schedule and coordinate quarterly Commission meetings; generate and post meeting notices to comply with State of Arizona Public Meeting requirements. When required, liaise with Risk Management to review venue contracts and determine the need for insurance certificates.
3. Work with agency leadership to develop Commission meeting agendas and materials.
4. Aggregate, facilitate and distribute Commission meeting materials, orientation folders.
5. Take minutes at Commission meetings.
6. Liaise between Commissioners and Governor's Office of Boards and Commissions regarding state service and term expiration; monitor and support Commissioner participation in required training.
7. Manage regular updates to Commissioner lists; coordinate the timely procurement of nameplates, badges, retirement certificates, et cetera.
8. Maintain annual updates to Commissioner conflict of interest forms.
9. Conduct regular engagement with Commissioners related to meeting attendance/follow-up and participation as chairs/members of agency review panels.

05% | Other Duties:

1. Correspond with constituents and develop sufficient knowledge of agency programs, procedures and policy in order to respond accurately and comprehensively to requests for information.
2. Provide backup to programs and operations as needed in a small agency.
3. Perform other duties as assigned by supervisor.

IDEAL CANDIDATE'S KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

- History and mission of the Arizona Commission on the Arts;
- Operational structure of the nonprofit sector, nonprofit arts organizations and other public services;
- Operational structure of local, state and federal government, with a focus on agencies of the State of Arizona;
- Office management standards and trends;
- Principles, methods and techniques of human resources counsel and file management;

- State and Federal laws, rules and standards pertaining to human resources processes and policies;
- Best practices in meeting coordination and management.

Skills:

- Exemplary organizational skills and the ability to prioritize concurrent projects with multiple stakeholders;
- Exemplary verbal, written and interpersonal communications skills;
- Strong skill/ability to manage, organize and properly document information;
- Strong skill/ability with standard office functions and file systems;
- Strong skill/ability with Microsoft Office products and diverse online systems;
- Strong skill/ability related to event/activity coordination;
- Organizational and administrative control.

Ability to:

- Manage competing priority tasks with efficiency and good judgment;
- Provide useful and timely customer service to diverse constituencies and authorizers;
- Learn complex human resources policies and maintain training in evolving systems and protocols;
- Provide appropriate guidance and counsel to agency staff;
- Manage confidential information with sensitivity and respect;
- Manage information, processes and systems with utmost precision and accuracy;
- Develop procedures, analyze problems holistically and design effective plans;
- Show consideration for professional, avocational, formal and informal artforms and practices;
- Show initiative;
- Work independently and as a member of a team;
- Solve problems creatively;
- Prepare accurate and timely reports;
- Manage multiple projects, follow timelines and meet deadlines;
- Know when to ask for help, advice and support.

INSTRUCTIONS – HOW TO APPLY

The deadline to apply for this position is 11:59pm, Friday, March 18, 2016.

Complete applications must be submitted via AZ State Jobs, at <http://www.hr.az.gov/azstatejobs/>, job ID: 21654.

Complete applications include: A) a cover letter not to exceed 2 pages, B) a comprehensive resume or curriculum vitae, and C) names, titles and contact information for no fewer than 3 current professional references. *Items A, B and C should be combined and submitted as one PDF. Please include your last name in the PDF file name.* Individuals who do not provide the required materials will not be considered.

Not all applicants will receive a response. The review/interview process is expected to take up to 6 weeks.

All newly hired employees are subject to the E-Verify Employment Eligibility Verification Program. The Arizona Commission on the Arts is an Equal Employment Opportunity Agency.